

2. The drawings have been objected to as not showing every feature of the invention specified in the claims. In particular, the Examiner asserts that "the matrix processor and call processor must be shown". In response, a proposed corrected FIG. 1 is enclosed showing a matrix processor (MP) and a call processor (CP).

3. Claims 27-37 have been rejected under 35 U.S.C. §112, second paragraph, as being indefinite. In particular, the Examiner asserts that "The specification makes no specific mention of a matrix processor nor is such shown in the drawings, leaving the Examiner to guess as what applicant intends to claim".

However, the specification clearly and extensively discusses (see, for example, page 10, line 11 to page 14, line 30) the target matrix and the processing of the target matrix by the PC 11. A person of skill in the art would clearly understand that the functions of the matrix processor may be accomplished within the PC 11 or any other auxiliary processor.

4. Claims 1-26 have been rejected under 35 U.S.C. §102(e) as being anticipated by U.S. Patent No. 5,903,641 to Tonisson. In particular, the Examiner asserts that "Tonisson teaches . . . determining a target occupancy matrix including a target

occupancy for each agent of the agents of the ACD for each call type of the plurality of call types and processing a call of the first type of the types determined in the target matrix (Col. 2 lines 15-27) . . . assigning the call to an agent of the gents of the ACD with the largest relative difference between an actual occupancy of calls of the first type handled by the agent and the target occupancy of calls of the first type determined for the agent in the target occupancy matrix (Col. 2, lines 27-57)". A review of Tonisson, however, reveals very little support for the Examiner's assertions.

For example, there is no such statement in Tonisson at Col. 2, lines 27-57, which repeats or even parallels (in sum and substance) the Examiner's assertion that "Tonisson teaches . . . assigning the call to an agent of the gents of the ACD with the largest relative difference between an actual occupancy of calls of the first type handled by the agent and the target occupancy of calls of the first type determined for the agent in the target occupancy matrix". More to the point Tonisson clearly states (col. 5, lines 47-48) that "To model the distribution of calls to agents, individual calls are ignored". Since the impact of individual calls on the modeling system is ignored, the Examiner's assertion clearly flies in the face of the explicit teachings of Tonisson. Moreover, the referenced section of Tonisson (i.e., Col. 2, lines 27-57) specifically refers to "calls", and not to any individual call.

Further, under "Limitations of the Model" taught by Tonisson (col. 9, lines 29-42) "if there are two agents, Dana and Fox, with the same level of skill in 'Insurance Enquiries' and they are not needed for any other skills, then if the volume of calls in 'Insurance Enquiries' is not high, the same optimum performance can be achieved by allocating half of the calls to Dana and half of the calls to Fox or all of the calls to Dana and none of the calls to Fox. If there is a choice, the Simplex Algorithm is likely to allocate all of the calls to one of the agents and none of the calls to the other". In order for calls to be allocated in this manner, Tonisson could not possibly use a target occupancy matrix, that would fall within the meaning of how such term is used under the claimed invention. If the Examiner still fails to appreciate the significance of this difference, he is respectfully referred, inter alia, to the examples on pages 6 and 7 of the specification.

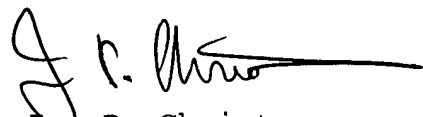
The claimed invention is drawn to "A method of assigning agents . . . comprising the steps of . . . determining a target occupancy matrix . . . processing a call of a first type . . . and assigning the call to an agent . . . with a largest relative difference between an actual occupancy of the first type". Since Tonisson does not do exactly the same thing in exactly the same way, the rejection is believed to be improper. Since the rejection is improper, it should be withdrawn.

5. For the foregoing reasons, allowance of claims 1-38 as now presented, is believed to be in order and such action is earnestly solicited. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, he is respectfully requested to telephone applicant's undersigned attorney.

Respectfully submitted,

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